



ONE-DAY WORKSHOP

SERVICE IMPROVEMENT AND PROCESS MAPPING

Target Group

Project Managers, Project Team members, Business Analysts and Team Leaders

Service Improvement and Process Mapping Training is a workshop to develop your understanding of how using a variety of **Process Mapping** tools can achieve improved services and outcomes.

Content:

- Understanding of Customer Value and **Process Waste** in the context of improvement
- Understand the practical application of **Process Mapping** and improvement tools
- Practical exercises to provide experience of **Process Mapping** tools and techniques

Delegates will be provided with a full suite of electronic materials on completion of the programme which includes toolkits and training materials.

Workshop Facilitator

David Leask, Consultant, NEREO.

Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email mokeefe@nereo.gov.uk